

DUTY STATEMENT

GS 907T (REV. 03/05)

SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY**INSTRUCTIONS:** Refer to the Essential Functions Duty Statement Manual for instructions on how to complete the Duty Statement.

RPA-

10802-OHR

EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Office of Human Resources		POSITION NUMBER (Agency - Unit - Class - Serial) 306-274-4800-002	
UNIT NAME AND CITY LOCATED Return to Work Unit – West Sacramento		CLASS TITLE Staff Services Manager I	
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.		SPECIFIC LOCATION ASSIGNED TO 707 3 rd Street, West Sacramento	
PROPOSED INCUMBENT (If known)		CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 306-274-4800-002	
YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.			
BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS Under the general direction of the Staff Services Manager II (SSM II), the Staff Services Manager I (Supervisory) (SSM I) supervises and directs the work of the staff of the Departmental Return-To-Work Unit established to facilitate disability payments, minimize the effects of industrial injuries and attempt to accommodate those employees with both temporary and permanent disabilities.			
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>		
	<p>The Department of General Services' (DGS) Core Values and Expectations of Supervisors and Managers are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS managers and supervisors are to adhere to the Core Values and Expectations of Supervisors and Managers, and to exhibit and promote behavior consistent with those values and expectations.</p> <p>All work to be accomplished in accordance with guidelines of the Department of General Services (DGS), manuals, the Administrative Services Division (ASD) and OHR strategic plans, the State Administrative Manual (SAM), Californian Labor Codes, the laws, rules, regulations, and/or guidelines of the CalHR, State Controller's Office (SCO), Federal and State laws (i.e. Americans with Disabilities Act, California Fair Employment and Housing Act, Family Medical Leave Act (FMLA), California Family Rights Act (CFRA), Catastrophic Leave, Family Leave Donation (FLD), CalPERS State Handbook, Bargaining Unit Agreements, Cal-OSHA, Personnel Management Policy and Procedures Manual (PMPPM), Payroll Procedure Manual (PPM), Personnel Action Manual (PAM), Benefits Administrative Manual (BAM), Collective Bargaining Contracts and Transactions Operational Manual (TOM).</p> <p>DUTIES</p> <p>OHR's Return-To-Work Unit is responsible for disability management programs that promote early and safe return-to-work of injured employees which is critical to the reduction of workers' compensation costs. The Return-To-Work Unit coordinates and facilitates FMLA, Industrial, Non-Industrial and Temporary Disability payments.</p>		
SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE			
SUPERVISOR'S NAME (Print)		SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT			
The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.			
EMPLOYEE'S NAME (Print)		EMPLOYEE'S SIGNATURE	DATE

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35%	<p>The Return-To-Work Unit through the Reasonable Accommodation (RA) Program provides adjustments to the employee's work environment, lateral transfers and medical demotions for those employees who are unable to perform essential functions of their work because of work-related and non-work-related disabilities. The SSM I is responsible for all departmental workers' compensation, reasonable accommodation, catastrophic leave and return-to-work issues.</p> <p>ESSENTIAL FUNCTIONS <u>Workers' Compensation and Return-To-Work</u></p> <p>In order to carry out the DGS workers' compensation, return-to-work activities in conjunction with State Compensation Insurance Fund (SCIF) and Department of General Services Offices according to established statewide and departmental guidelines and OHR standards the incumbent:</p> <ul style="list-style-type: none"> • Oversees and provides direction and policy decision for all return-to-work activities for the DGS via verbal and written communication. • Represents the department at meetings and serves on committees with SCIF for statewide and department wide workers' compensation issues. • Directs and monitors staff in identifying and recommending alternative temporary limited duty assignments through thorough evaluation of pertinent facts and information and conducting research using various references and through consultation with DGS management and SCIF. • Ensures staff meets with assigned offices on a quarterly basis to discuss return-to-work issues relating to the specific offices to obtain feedback and resolution. • Directs and monitors staff in providing accurate and on-going coordination of information of all workers' compensation cases to the department through regular meetings and the dissemination of information from SCIF through verbal and written correspondence. • Provides oversight to staff in assisting the injured DGS employees and acting as single point of contact for SCIF, the DGS Offices and the injured employees on active workers' compensation claims. • Provides oversight and direction both verbally and in writing to staff in reviewing, coordinating, and assisting employees requesting reasonable accommodation through regular meetings and file reviews. • Provides oversight to staff in reviewing workers compensation settlement requests and provides at the department level, management level decisions on claims settlement with the concurrence of the affected Office Chief of the affected offices on complex or sensitive claims. • Participates, directs and monitors staff in keeping DGS employees, including supervisors and managers, trained and in compliance with workers' compensation codes, state and federal laws by developing and providing training to departmental employees in Workers' Compensation, Return-To-Work, Reasonable Accommodation, TLD, FMLA processes.
20%	<p><u>Database and Records Management/Webmaster Activities</u></p> <p>In order to supervise the Return to Work staff in carrying out database, records management and webmaster activities in conjunction with, California Records and Information Management (Cal Rim), and ETS according to published departmental guidelines and OHR standards:</p> <ul style="list-style-type: none"> • Oversees the Return to Work records management program within OHR ensuring records retention schedules are developed and kept up to date; annual reports are prepared, and records are transferred and/or purged according to retention schedules. • Provides oversight of OHR's Return to Work Unit Intranet website ensuring information is kept up-to-date, documents are converted and placed on the website as a communication tool for the department. • Develops loss analysis reports in Standard Information Management System (SIMS) as a tool for stakeholders such the DGS Executive Staff, the OHR Managers, the DGS Offices and other State departments in managing claims, measuring financial exposure of accidents, forecasting losses and identifying and analyzing accidents for loss control purposes. • Sets data criteria and run various systems reports on a regular basis for data discrepancies to ensure the integrity of the SIMS system such as incorrect organizations or missing organizational sublevels. • Ensures the standards and conventions of the data in SIMS are used uniformly through training of users and running reports regularly. • Ensures accurate records are maintained reflecting disability payments in order to provide information to SCIF, the employee or DGS offices. <p><u>Supervisory Responsibilities</u></p> <p>In order to supervise staff in accordance with DPA and SPB laws and rules, Memoranda of Understanding,</p>

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20%	<p>DGS policies and guidelines, and Worker's Compensation and CalOSHA guidelines:</p> <ul style="list-style-type: none"> • Monitors and evaluates performance using OHR's appraisal forms, the SIMS diary system, completed employee assignments, project tracking worksheets and discussions with employees; provides on-the-job training to employees using either a one-on-one approach or in group settings. • Prepares written performance evaluations using probationary reports and Individual Development Plans under established timelines. • When requested by Departmental Programs, assists managers and supervisors of injured employee(s) with the Employee's Claim For Worker's Compensation Benefits (SCIF 3301) and completes the SCIF Occupational Injury Report (SCIF 3067). • Follows departmental Return to Work and Memorandum of Understanding guidelines for the purpose of returning employees to full duty. • Encourages staff participation in departmental training for upward mobility purposes. • Trains staff on the use of the automated claims management system SIMS
15%	<p><u>Special Projects</u></p> <p>In order to assist the Office Chief in various analytical projects, incumbent will be required to obtain facts, information, or data relevant to a particular problem, question, or issue through observation of events or situations, discussion with others, research, or retrieval from written or electronic sources; organize, integrate, analyze, and evaluate information; prepare resulting issue paper or report with alternatives, recommendations, and timelines.</p>
10%	<p>In order to maintain an accurate reporting to the SCO for issuance of correct payroll warrants of subordinate staff's time or accurate reporting to the OFS for the billing of services for clients through the use of the Project Accounting & Leave (PAL) system in accordance with DGS policies and guidelines, MOU provision and SPB and DPA laws and rules.</p> <ul style="list-style-type: none"> • Grants or denies subordinate staff request for time off or requests to work overtime. • Ensures subordinate staff has sufficient leave credits available for the leave requested. • Approves PAL entries for subordinate staff on dock or AWOL on or before the designated SCO monthly payroll cut-off date (to ensure the correct issuance of an SCO warrant for pay day). • Approves or disapproves PAL entries for subordinate staff within three working days after the completion of the pay period (to ensure the correct issuance of an SCO warrant that is returned to SCO for late dock).
	<p>DESIRABLE QUALIFICATIONS:</p> <ul style="list-style-type: none"> • Extensive knowledge of current Personnel policies, practices, trends, and strategic plans. • Experience developing and implementing HR policies and practices statewide. • Experience working with both departmental and office teams resolving various personnel-related issues. • Experience in Workers' Compensation, Catastrophic Leave, Return-To-Work and Reasonable Accommodation processes and resolving such issues with control agencies, internal and external customers, and others contacted during the course of work. • Experience in records and claims management systems. • Experience in various personnel processes and procedures. • Knowledge and experience in Microsoft Excel and Microsoft Word. • Experience in supervising or acting in a lead capacity for a small unit. • Ability to direct, review and evaluate the work of others. • Ability to facilitate meetings and accommodate the needs of a diverse group of professionals. • Ability to function effectively in automated environment • Ability to work in a fast-paced environment and to organize/prioritize workload to meet demands • Experience handling multiple courses of action simultaneously. • Experience working with control agencies to resolve sensitive issues. • Ability to communicate effectively both verbally and in writing. • Experience directing and motivating teams. <p>DESIRABLE QUALIFICATIONS (Continued)</p> <ul style="list-style-type: none"> • Ability to express ideas and information in written form clearly, accurately, and in an organized

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	<p>manner.</p> <ul style="list-style-type: none">• Ability to express ideas and facts orally in a clear and understandable manner.• Ability to make decisions that consider relevant facts and information, potential risks and benefits, and short and long-term consequences or alternatives.• Ability to anticipate or identify problems and their causes; develop and analyze potential solutions or improvements using innovative and creative approaches. <p>SPECIAL PERSONAL CHARACTERISTICS:</p> <ul style="list-style-type: none">• Familiarity and sensitivity to the priorities, missions and goals of the Administration, Department and the Division.• Evaluate and develop alternatives to resolve complex personnel problems with the highest level of interpersonal and negotiating skills.• Motivate and influence others toward effective individual or team work performance.• Use good judgment and discretion.• Organize and structure work for effective performance and goal attainment and set and balance priorities. <p>INTERPERSONAL SKILLS:</p> <ul style="list-style-type: none">• Excellent verbal and written communication skills.• Readily analyze information and draw conclusions.• Act independently, open-mindedness.• Work cooperatively and effectively in a matrix management environment.• Flexible and tactful.• Work well with a team.• Receive and follow direction from high level executive staff.• Maintain required job schedule.• Focus attention on details and follow work procedures. <p>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES REQUIRED TO PERFORM DUTIES:</p> <ul style="list-style-type: none">• Communicate confidently and courteously in a diverse community.• Formal presentations, both written and verbal, communicated clearly and concisely.• Appropriate business attire for professional office and construction environments.• Multiple tasks with changing priorities.• Meet critical deadlines.• Travel statewide as necessary to provide training, address program and project issues.